

# MINNESOTA COMMISSION ON SERVICE INNOVATION

PROVIDING STRATEGIC DIRECTION TO REENGINEER GOVERNMENT SERVICES



<http://www.commissions.leg.state.mn.us/csi/csi.html>

December 15, 2010

Senator Mike Parry  
Chair, Senate State Government Innovation &  
Veterans Budget & Policy  
Minnesota Senate, Capitol Building

Ranking Minority Member, Senate State Government  
Innovation & Veterans Budget & Policy  
c/o Senator Thomas Bakk, Senate Minority Leader  
Minnesota Senate, Capitol Building

Senator Ray Vandever  
Chair, Senate Local Government & Elections  
Minnesota Senate, Capitol Building

Ranking Minority Member, Senate Local Government &  
Elections  
c/o Senator Thomas Bakk, Senate Minority Leader  
Minnesota Senate, Capitol Building

Chair, House State Government Finance Committee  
c/o Representative Kurt Zellers, Speaker of the  
House  
Minnesota House, State Office Building

Ranking Minority Member, House State Government  
Finance Committee  
c/o Representative Paul Thissen, House Minority Leader  
Minnesota House, State Office Building

Representative Joyce Peppin  
Chair, House Government Operations & Elections  
Committee  
Minnesota House, State Office Building

Ranking Minority Member, House Government  
Operations & Elections Committee  
c/o Representative Paul Thissen, House Minority Leader  
Minnesota House, State Office Building

Dear Colleagues,

Attached is the first annual strategic plan and report from the Commission on Service Innovation. As required, it contains "findings and recommendations to improve state and local government delivery of public services."

The Commission was created by the 2010 Legislature under Minnesota Laws 2010, Chapter 392, Article 2, for the purpose of creating "a strategic plan to reengineer the delivery of state and local government services, including the realignment of service delivery by region and proximity, the use of new technologies, shared facilities, centralized information technologies, and other means of improving efficiency."

Please feel free to contact me or my staff if you have any questions.

Sincerely,

Gopal Khanna  
Lead Co-Chair, Commission on Service Innovation  
Chief Information Officer, State of Minnesota

CC: Sen. Terri Bonoff

Rep. Keith Downey

Rep. Phyllis Kahn

Sen. Ann Rest

Mr. Peter Wattson, Secretary of the Senate

Mr. Albin Mathiowetz, Chief Clerk, House of Representatives

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